



Louisiana Department of Health and Hospitals
Bayou Health Informational Bulletin 12-8
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How to Schedule Non-Emergency Transportation Services (NEMT) for Bayou Health Members

- As of Dec. 1, 2015, most Medicaid beneficiaries will be enrolled under a Bayou Health plan for their transportation needs.
- All Bayou Health members are eligible to receive transportation to scheduled medical appointments (non-emergency medical transportation).
- All five Bayou Health Plans subcontract with a transportation vendor to provide NEMT for their members. Transportation to and from regular medical appointments may be scheduled by calling the numbers as shown in the table below.

Plan Name	Call Center	Call Center #	Monday -Friday
Aetna	Logisticare	1-877-917-4150	8 am to 5 pm
Amerigroup	Southeastrans	1-866-430-1101	8 am to 6 pm
AmeriHealth Caritas LA	Logisticare	1-888-913-0364	8 am to 5 pm
LA Healthcare Connections	Logisticare	1-855-369-3723	8 am to 5 pm
United HealthCare	Logisticare	1-866-726-1472	8 am to 5 pm

Note: Medicaid recipients who are **not** enrolled in a Bayou Health Plan (i.e. those enrolled in the Take Charge Family Planning program, the Medically Needy Spend Down Program, or as a Refugee) will arrange all non-emergency non-ambulance transportation by calling 1-855-325-7626. (48-hour notice is required for NEMT.)

More information on transportation services in Bayou Health can be found in Informational Bulletins 15-16 and 15-20.